



# COMMUNICATING WITH CLARITY

## ENHANCE YOUR COMMUNICATION SKILLS WITH NEURO LINGUISTIC PROGRAMMING

### OVERVIEW

Communication is the process of exchanging ideas and must be done in such a way, that customers listen and understand us. What this implies is that whatever we speak (words) comprises of about 35% and the remaining 65% information about us is delivered from our body language. Non-verbal communication plays a significant role in conjunction with the spoken words. Our non-verbal communication can reiterate our message, contradict our words, reinforce our statement, substitute the meaning of our sentences and complement the meaning of our words.

This program is designed to focus on the foundation in communication skills: listening, asking insightful questions, and recognizing the power of non-verbal communication. Participants will learn how to build a rapport using simple NLP techniques such as pacing and leading which can translate into positive results.

Participants will learn how to combine voice tone, body language with verbal communication that engages others. Using a four point communications model, participants will be able to communicate their messages more clearly, confidently and effectively.

### COURSE OBJECTIVES:

By the end of this training course participants will be able to:

- ✓ Communicate clearly, confidently and assertively.
- ✓ Engage better with others by listening more effectively and asking insightful questions.
- ✓ Use techniques to build better rapport with others.
- ✓ Combine tone of voice, body language with the right communication tool to pass the intended message more clearly.
- ✓ Use four principles to communicate with impact.



## TARGET AUDIENCE

Business professionals, Managers, front line and marketing staff who wish to sharpen their communication skills

## COURSE OUTLINE

### MODULE 1: HOW WELL DO YOU COMMUNICATE?

- How well do you communicate?
- What makes a great communicator?
- Four basic principles of communication

### MODULE 2: USE ENGAGING LANGUAGE

- Focus on behavior, not personality
- Be specific
- "I" messages and owning your language

### MODULE 3: USE THE POWER OF QUESTIONS

- Controlling a conversation
- Different types of questions
- The questioning funnel

### MODULE 4: USE ACTIVE LISTENING

- Evaluate your listening skills
- Listening and empathy
- Active listening
- How to listen better

### MODULE 5: USE NON-VERBAL COMMUNICATION AND BUILD RAPPORT

- Importance of rapport
- Matching non-verbal communication
- Importance of body language

### MODULE 6: COMMUNICATION IS ALL ABOUT RELATIONSHIP

- How to read the customer's needs better.
- How to use tone of voice to create first impression.
- How can the client remember the relationship

**Duration: 2 Days**



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